

Employee Assistance Program Dallas County Employee Service Summary



Telephone Consultation

Immediate telephone access to a counselor
24 hours a day, 7 days a week for consultation,
supportive counseling or crisis response.

In-Person Appointments

Up to **three (3)** sessions per year, per separate issue
for assessment, short-term counseling and referrals
to additional resources as needed. Sessions are
provided by licensed master's and doctorate level
counselors at locations near your home or workplace.

Life Coaching

Life Coaching is a unique telephone and web-based
tool to assist you and your family members in
achieving goals you have set for yourself, but not yet
reached. You'll work with a Life Coach who will assist
you through your personal, private web portal while
helping you set goals and make progress towards
achieving them.

Legal Services

A free 30 minute telephone or in-person consultation
with an attorney for assistance with personal and
family legal services, civil and consumer issues, real
estate services, criminal matters, IRS matters and
more. If ongoing representation is needed, this
service is provided at a 25% reduction off the
network attorney's usual rates.

Financial Consultation

A free 30 minute telephone consultation with a
financial professional on issues including budgeting,
credit reports, tax questions, financial planning and
more. Referrals to local resources are provided when
ongoing services are requested.

Eldercare Resources

Telephone assistance for those who are concerned
about and/or caring for an aging parent or other
family member. The EAP provides an assessment of
personal needs and provides you with resources to
meet those needs. Resources are available for
caregiver support, in-home care, transitional and
alternative living arrangements, legal and financial
issues and more.

Real Life Solutions Employee Newsletter

A monthly newsletter designed to help employees
respond to relevant issues impacting work-life
balance in today's world.

Achieve Solutions® Web Resource

Achieve Solutions is an award-winning wellness and
behavioral health web resource that provides fresh
content, information and articles on topics including
depression, anxiety, stress, addictions and substance
abuse, relationships, wellness, work-life balance and
financial and legal issues. It is available through the
EAP website at www.efr.org/eap.

*The EAP is your 24/7 direct line to free, confidential
and professional help when you need it.*

Website: www.efr.org/eap
Employee web code: 468660